

Safeguarding Procedure for stABILITY

CONTENTS

1. Introduction

2. Glossary / Recognising signs of abuse

Section 1

1.1. Reporting Concerns about yourself

1.2. Reporting Concerns about Others & Flowchart

1.3. Responding to a Direct Disclosure

1.4. Record Keeping

Section 2

2.1. What happens next? (Safeguarding Lead DSL & Organisational response)

2.2. Procedure for DSL

2.3. Immediate Response & Flowchart

2.4. Taking Action & Flowchart

2.5. Further Information and Useful Contacts

1. Introduction

stABILITY is committed to providing a safe environment for everyone to participate in our organisation and its activities. These procedures must be followed in any circumstances where an adult is at risk of harm. The procedure should be implemented with reference to stABILITY's Safeguarding Policy and supporting information. This procedure details the steps to be taken in responding to any concern that an adult involved in stABILITY, or its activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Reporting concerns- For everyone

Section 2: What happens next – For Safeguarding Lead (DSL) and organisational response

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

1. Glossary

For more details please see the additional information sections of stABILITY's Safeguarding Policy.

Adult	A person over the age of 18
Adult at risk	Definition used in legislation for adults who the Local Authority has a responsibility to support to prevent them from experiencing (further) harm caused by abuse and neglect.
Abuse	A violation of a person's physical, emotional or mental integrity by any other person.
Harm	Damage done to a person's well-being.
MASH	Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.
Mental Capacity	The ability to consider relevant information, make and communicate a decision.
Safeguarding	Work to prevent and to stop abuse and neglect.
Safeguarding Adult Team	A team set up to manage the safeguarding of adults at risk within an organisation or more commonly across a Local Authority district.
Safeguarding Adults Board (SAB) (England and Wales)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Recognising Signs of Abuse

There are many signs and indicators that may suggest someone is experiencing abuse or neglect. There may be other explanations too which stABILITY will not ignore, if they are apparent.

An adult may confide in (disclose to) a Partner, staff, volunteer, or other member of stABILITY that they are experiencing abuse, inside or outside the activities of the group. Or someone else may notice signs in a particular individual. Other signs could include:

- Unexplained bruises or injuries

- Belongings or money going missing from the person.
- The person no longer attending or enjoying stABILITY 's activities or responding to contact from other members of the group.
- A change in confidence or behaviour of a person e.g. if they are withdrawn and quiet around a particular person or people, when usually they are outgoing and confident.
- A change in appearance of the person e.g. losing or gaining weight, deterioration in personal hygiene or way of dressing.
- Someone else (e.g. a parent, carer, or family member) always speaking for the person and not allowing them to make their own choices.
- The person showing fear of, or not wanting to be around, a particular individual or group of people.

Section 1: Reporting Concerns - for everyone

1.1. Reporting Concerns about yourself

If you are in immediate danger or need immediate medical assistance contact the emergency services 999.

If you are experiencing harm within stABILITY, contact Angela Lambert or Vicky Gordge (DSLs). If you would prefer, please contact another member of staff who will help you raise the issue to a Safeguarding Lead.

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to Dorset Adult Social Services (details in section 2.5)

You can also contact the Police, your doctor or other organisations that can provide information and give help and support (see section 2.5 - Other sources of support).

stABILITY will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact another Partner (Angela Lambert, Vicky Gordge or Connor Doherty) or Dorset Adult Social Services.

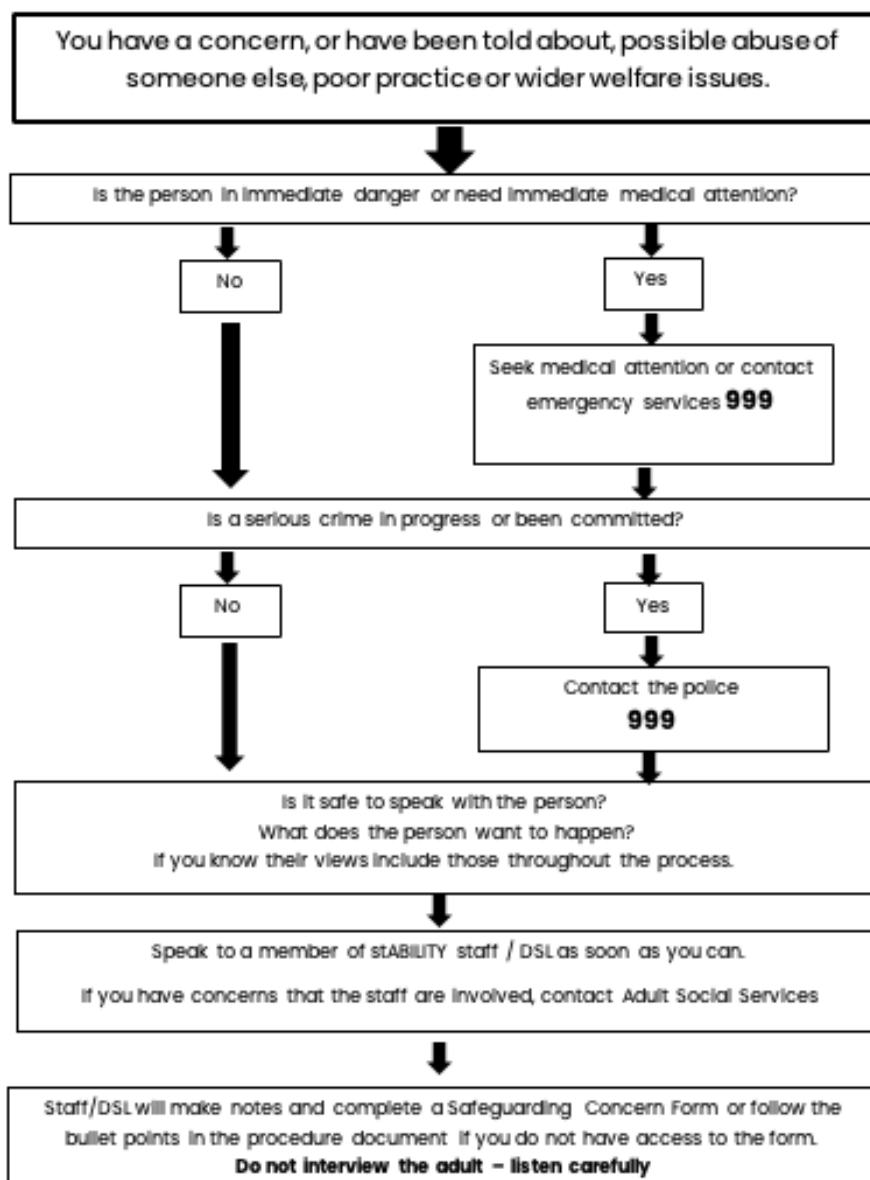
At all stages you are welcome to have someone who you trust support you and help you to explain what happened and what you want to happen.

It is of upmost importance to stABILITY that you can take part in our activities safely and we will take every step to support you to do that.

1.2. Reporting Concerns about Others & Flowchart

stABILITY recognises that it can be difficult for many reasons to speak up if it is suspected that someone is being abused or neglected. However, it is an expectation that everyone associated with stABILITY will take action in response to any concerns. Our Designated Safeguarding Leads (DSLs) are committed to support the person raising the concerns, as well as the person being abused.

Reporting Concerns About Others (Flowchart 1)



1.3. Responding to a Direct Disclosure

If someone discloses to anyone else in the group that they are being abused, the response should be as follows:

- Accept what the adult is saying – do not question the adult or get them to justify what they are saying – reassure the adult that you take what they have said seriously.
- Do not ‘interview’ the adult; listen carefully and calmly to what they are saying. If the adult wants to give you lots of information, let them. Try to remember what the adult is saying in their own words so that you can make a written record later (see below).
- You can ask questions to establish the basic facts but try to avoid asking the same

questions more than once or asking the adult to repeat what they have said - this can make them feel they are not being believed.

- Do not promise the adult or others that you will keep what they tell you confidential or “secret”. Explain that you will need to tell another person, but you will only tell people who need to know so that they can help.
- Reassure the adult that they will be involved in decisions about what will happen.
- Do not be judgemental or jump to conclusions.
- If the adult has specific communication needs, provide support and information in a way that is most appropriate to them.

- There should be an assumption that the adult has capacity, unless there are reasons to doubt it at the time. It may be necessary to undertake a decision specific capacity assessment, which takes account of any issues of duress and coercion.

Write a clear statement of what you have been told, seen, or heard using the stABILITY safeguarding concerns form. Handwrite as many details as possible in black ink, as soon as you are able. If you do not have access to a Safeguarding Concern Form, note on paper including all information, including:

- The views and wishes of the adult, wherever possible and practicable seek the adult's consent to raise the concern. Where the adult raises objections and there are significant risks, or if other adults or children could be at risk, it may be necessary to override their expressed wish not to consent.
- the date and time of the disclosure, or when you were told about or witnessed the incident/s and your name,
- who was involved, any other witnesses' details,
- exactly what happened or what you were told, in the adult's own words, keeping it factual and not interpreting what you saw or were told,
- the appearance and behaviour of the adult and/or the person making the disclosure,
- any injuries observed,
- any actions and decisions taken at this point, i.e. management of immediate risks
- any other relevant information, e.g. previous incidents that have caused you concern.
- keep the record/s confidential, storing them in a safe & secure place until needed.

1.4. Record Keeping

stABILITY recognises that it is vital to record and store details about any safeguarding concerns that arise. We will record information, even if the concerns have not been shared with the police or the local authority safeguarding team. These records are extremely sensitive and will be kept in a locked cabinet or drawer (if hard copy) and/or password protected and stored on a computer with protection against hackers and viruses (if electronic).

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

Section 2: For Safeguarding Lead (DSL) and organisational response

2.1. What happens next? (Safeguarding Lead DSL & Organisational response)

The designated safeguarding lead (DSL) is responsible for taking further action once concerns have been raised with them. Throughout the process, the safeguarding lead will record all the information they are given, the actions they take, and why. They record reasons for referring the concern or not referring.

2.2. Procedure for DSL

As soon as information is shared with the safeguarding lead, they will make an initial assessment of the concern. They will, if possible, talk to the person reporting the concern and gather as much information as possible from them. They will make a record on the DSL Initial Investigation record sheet.

Key questions to ask:

- What type of concern has been reported? Different actions are required depending on what type of concern it is (see below)
- What action has already been taken?
- Is anyone else in the organisation affected by this situation (e.g. other members, staff or volunteers)? Are there any attitudes or emotions that you may have to be aware of?
- How might this concern affect what the organisation delivers in the short term?
- Who else might need to be informed?
- What other actions now need to be taken?

2.3. Immediate Response & Flowchart

1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken. If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.

2. If you have been sent a **Safeguarding Concern Form** check that you can understand what is written and that all the necessary parts have been completed. If you are being contacted directly by a member of staff or a volunteer, request that they complete a Safeguarding Concern Form if they have not already done so as soon as possible. If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.

3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

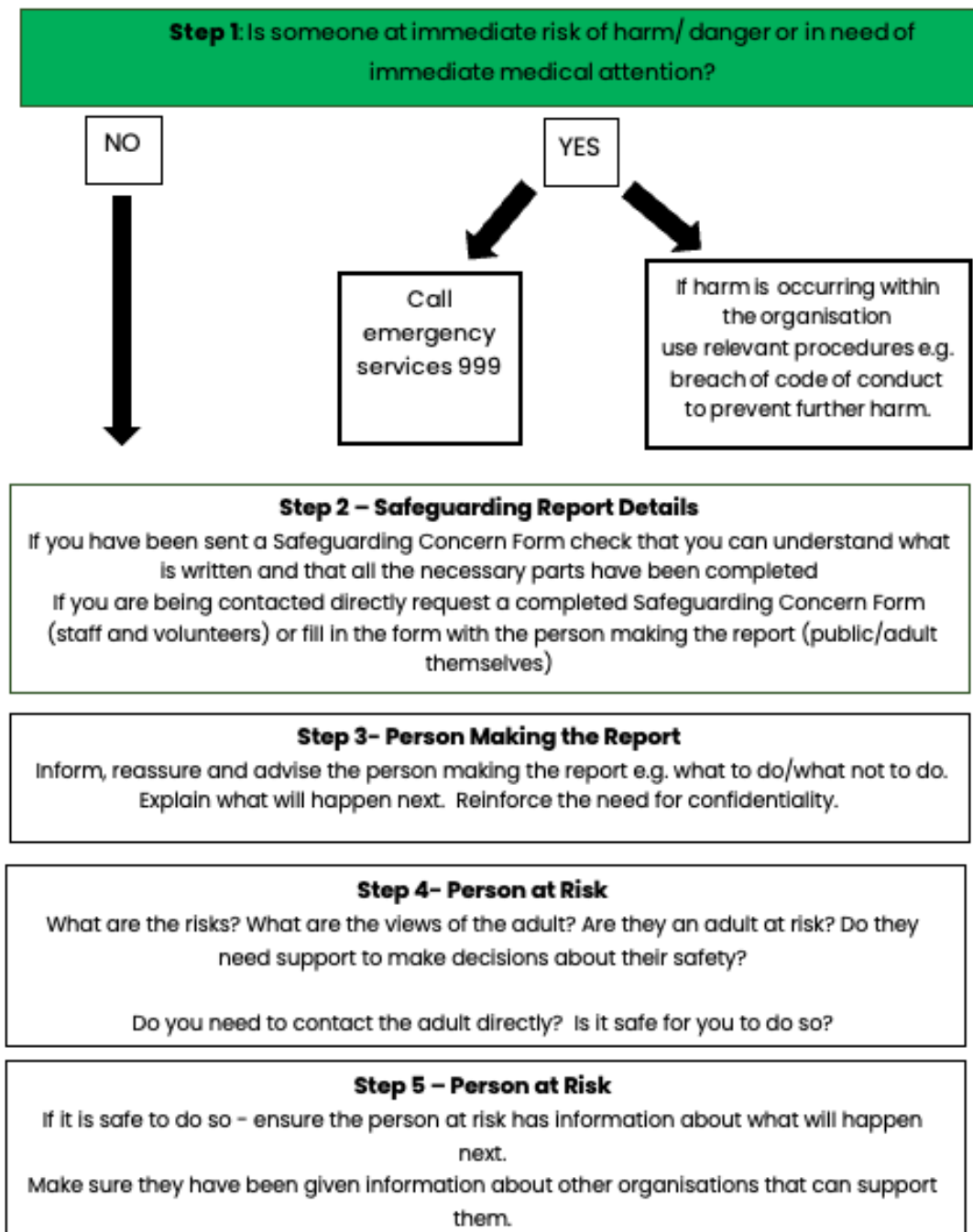
4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'. Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion). Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.

5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other organisations that can support them.

ONLY do this if you have a known safe way of contacting them.

Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'.

Steps 1-5 **Initial response** (as soon as you receive the Safeguarding referral)



2.4. Taking Action & Flowchart

Immediate actions depending on what type of concern has been raised.

(a) Emergency incidents: This is when there's a life-threatening situation where there's imminent danger and harm to an adult, young person or child.

- Immediately contact the emergency services if they haven't been called already.
- Make sure the current situation is safe.

- Establish how others are coping – do they need any immediate support?

(b) Protection concerns: This is when an adult who you believe is unable to protect themselves is at current risk of, or has experienced, abuse or harm.

- If the person is in immediate danger, call the police.
- If they're not in immediate danger, you must contact the local authority safeguarding team within 24 hours and make a referral (contact details are in section 2.5).
- Be guided by the safeguarding team or police on any further actions required of you.

(c) Allegations concerning staff or volunteers: This is when someone has alleged that staff or volunteers from stABILITY have harmed or abused an adult at risk.

- stABILITY has a Whistleblowing policy
- stABILITY follows the Pan-Dorset PiPoT process:
 - o Notify Adult Social Care
 - o Liaise with Police
 - o Take proportionate interim risk measures
 - o Conduct HR processes in parallel
 - o Refer to the DBS if required.

(d) Welfare concerns: This is when no one has been harmed in any way, but a person shows signs of being in need. It's when you have concerns for their health, wellbeing or safety if they don't get help.

- Within 7 days you, or someone in your organisation, should speak with the person. When it is appropriate you should also speak with their family or carer. You must explain your concerns and make sure they have the support they need.
- Depending on the conversation, the Designated Safeguarding Lead may then also:
 - Help the person or their family access services or give them the information they need to do this themselves.
 - Speak to another professional who is already working with the person or family, such as a social worker, about their needs.

(e) Concerns about other organisations: This is a situation where the safeguarding concern is about another organisation, their staff, volunteers or the people they work with.

- As soon as possible within 24 hours contact the Designated Safeguarding Lead of the organisation in question and pass on your concerns, if this has not already happened.
- In some circumstances you may decide to follow up with the organisation to confirm they have acted on the issue.

- If at any point you think the organisation has not acted and someone is at risk, you should contact the local safeguarding team yourself.

(f) Responding to historic or non-recent concerns: You may become aware or be told about a concern from an adult relating to an incident which took place in the past, including when they were a child. Historical allegations of abuse should be taken as seriously as contemporary allegations.

- Remember that it's never too late to report abuse. An individual can make a formal complaint to the police about non-recent abuse, ideally in the geographic area in which the abuse is reported to have taken place.
- Establish if the person alleged to have caused the harm works with children or adults at risk. Try to find out their recent or current whereabouts and any contact they have with children or adults at risk. A referral should be made to social services, with the consent of the person who experienced the abuse if possible.
- Consider what consent the person has given for information to be shared. How, when and to whom they share this information should usually be with their consent.
- Signpost the person who experienced the abuse to relevant support groups that can help them.

(g) Supporting those who share a concern with you: Your primary concern should be the best interests of the person who is at risk of harm. However, the person sharing this concern with you may also be distressed by the situation, even if they are reporting on behalf of someone else. Everyone can respond to worries about another differently. If someone has previously experienced trauma, they can find it especially upsetting.

- Thank them for bringing this concern to your attention and that they have fulfilled their key responsibility
- Explain that you will now take responsibility in leading management of this concern and any contact with statutory agencies
- Highlight that there may be limited updates that you have or can give them on the situation; that does not mean that it was not important for them to share their concern
- Remind them of the importance of confidentiality and not sharing this information further
- Ensure they have your contact details in case they think of anything else they have not yet shared that they think may be relevant
- Discuss with them what additional support they may require. Consider contacting them later to check in on how they are doing

(h) Refer

In making a decision whether to refer or not, the Designated Safeguarding Lead should take into account:

(1) the adult's wishes and preferred outcome

(2) whether the adult has mental capacity to make an informed decision about their own and others' safety

(3) the safety or wellbeing of children or other adults with care and support needs

(4) whether there is a person in a position of trust involved

(5) whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed or is suspected to have been committed (999 in an emergency or Dorset Police Multi Agency Safeguarding Hub [MASH] AdultsAtRisk@dorset.pnn.police.uk and then 01202 222229 to discuss whether the referral is suitable for joint Adult Social Services and Police Investigation or single agency action)
- Safeguarding Adults (part of adult social services) for possible safeguarding enquiry (details section 2.5)
- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

(i) Prevent

Radicalisation and extremism of adults with care and support needs is a form of emotional/psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about Prevent see: <https://www.gov.uk/government/publications/prevent-duty-guidance>

Step 6 – Consult and Decide

As needed consult Local Authority/the Police and decide which one or more of the following actions need to be taken.



2.5. Further Information and Useful Contacts

Useful links

Care act- <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Dorset Safeguarding adults policy and procedures – <https://www.dorsetcouncil.gov.uk/care-and-support-for-adults/dorset-safeguarding-adults-board/dorset-safeguarding-adults-board>

Dorset Safeguarding Adults Board “Report a Concern” - <https://www.dorsetcouncil.gov.uk/w/reporting-a-concern>

Carer and support statutory guidance-
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Car

e_Act_Book.pdf

Prevent- <https://www.gov.uk/government/publications/prevent-duty-guidance>

Information sharing-<https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp>

Reviewing policy and procedures

This policy and its procedures will be reviewed every year.

Review Date	October 2026
Reviewed By	V Gordge
Signature	V Gordge
Next Review Date	October 2026
File Location	stABILITY Drive